



INFORM

 - "a Newsletter for Technology Customers"

March 2000

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Customer APPRECIATION Month

The Federal Technology Service Commissioner, Mr. Dennis Fischer, has designated March 2000 as "**Customer Appreciation Month.**"

The Greater Southwest Region extends a special "**Thank you**" to each of our customers for helping us achieve a banner year.

We look forward to many new achievements and innovative changes that will enhance your business through GSA.

We look forward to meeting your needs throughout this new millennium year, and will continue to work hard to be your partner of choice for all Information Technology and Network Services needs.

**March 2000**

March 30, 2000 – Tech Fest!

GSA INFORMATION TECHNOLOGY SHOW

The GSA Federal Technology Service cordially invites you to attend the GSA Information Technology Show which will feature Industry Partner Exhibits and state-of-the-art training sessions that will provide you the information you need for the 21st Century. Please mark your calendar and plan to attend this **free training opportunity**.

Date and Time: March 30, 2000 9:30 a.m. – 4:00 p.m.

Place: Homer Thornberry Judicial Building – Second Floor Atrium
903 San Jacinto Boulevard, Austin, TX 78701

The Federal Supply Service, Public Building Service and Federal Technology Service will have exhibits at the show and representatives to answer all of your questions. Industry Partners will also have representation, like: EER Systems, PRC, Booz-Allen & Hamilton, Lockheed Martin ISS, Computer Systems Technology, Logicon, Nextel, PageNet, SkyTel, Dell, Southwestern Bell, and many more.

So come by for a great day of free technology education that will include training, food, and fun! For more information call 817 978-4087 or 817 978-5234.



New Area Codes

The following area codes were recently activated.

Texas 936 2/19/00

The new area code 936 will serve the cities of Center, Conroe, Crockett, DiBoll, Huntsville, Liberty, Lufkin, Nacogdoches, and Navasota.

Texas 979 2/19/00

The new area code 979 will serve the cities of Angleton, Bay City, Brenham, Bryan, Clute, College Station, El Campo, Freeport, Hearne, Lake Jackson, and Wharton.

Minnesota 763 2/27/00

The new area code 763 will serve the suburbs to the north and northwest of Minneapolis

Minnesota 952 2/27/00

The new area code 952 will serve the suburbs to the south and southwest of Minneapolis.

If you have any questions, contact your local GSA Area Telecommunications Manager.



Questions!

The following area codes have been announced for activation in the near future.

Toll Free 866 & 855 April 2000

The new toll-free area codes 866 and 855 will be available for assignment in early April 2000.

Kentucky 859 4/1/00

The new area code 859 will encompass the northwestern section of the current 606 area code.

Texas 682 4/8/00

The new area code 682 will overlay existing area code 817.

New York 845 6/5/00

The new area code 845 will serve Rockland, Putnam, Orange, and Ulster counties, as well as parts of Delaware, Greene, Columbia, Dutchess and Sullivan counties.

Washington 564 8/1/00

The new area code 564 will overlay existing area code 360.



FTS2001 Cutover Status



71% complete!

As of March 1, 2000, more than 110 separate switches and 80+ switching systems have reported transition as complete.

Many of the switching systems are comprised of multiple switches which may also have multiple service delivery points.

If you're not buying your long distance service from FTS,



you may be paying too much!

Call **Russ Colomo** at **817 978-4079** for information about FTS' long distance service with **MCI** or **Sprint**.

Series of Satellite Service Contracts Awarded



The U.S. General Services Administration's Federal Technology Service (FTS) awarded a series of satellite service contracts on February 1. These contracts which were awarded to multiple satellite contractors, offer a wide variety of commercial fixed, mobile and broadcast satellite services and equipment. The contracts are fixed price, indefinite delivery, indefinite quantity (IDIQ) and are available for use by all Federal agencies. Each contract has a base period of one-year, plus an additional five, one-year options.

Over the past year, FTS had awarded four similar contracts for commercial satellite services and equipment. However, agency requirements prompted a need to expand the breadth and length of offerings. First, the Government Alliance for Training and Education (GATE) needed broadband distance learning service and equipment that were not available from the previous contracts. Second, the previous contracts had short periods of performance, but customers wanted longer term contracts to satisfy current and future needs. Finally, with a rapidly changing and growing wireless market, customers wanted access to services from new entrants.

Dennis Fischer, Commissioner of FTS, praised the awards as "a major step forward in our effort to ensure that technologically current wireless services are available to our customers when they need them."

The contracts were awarded to: COLSA Corporation of Huntsville, AL; COMSAT of Bethesda, MD; Electronic Data Systems (EDS) of Herndon, VA; Hughes Global Services (HGS) of El Segundo, CA; John Tidrow and Associates (JTA) of Fayetteville, NC; Marshall Associates, Inc (MAI) of Sterling, VA; and Motorola Worldwide Information Network Services (M-WINS) of Chandler, AZ. Each contract is unique in the commercial offerings they provide.

Commercial Offerings provided by contract:

- ◆ COLSA provides basic data transmission services for clients through Echostar.
- ◆ COMSAT Mobile communications (CMC) are provided via the Inmarsat system located around the globe.
- ◆ EDS offers a fully integrated distance learning capability that includes end-end satellite services as well as comprehensive follow-on integration and maintenance support.
- ◆ HGS provides a wide variety of fixed, broadcast, and mobile services. These offerings include: satellite bandwidth, VSATs, teleports, terminals, Iridium, Inmarsat, ORBCOMM, DirectPC, OneTouch and others.
- ◆ JTA provides Iridium and Inmarsat mobile satellite services and equipment.
- ◆ Marshall Associates, Inc. provides broadband distance learning services.
- ◆ Motorola Worldwide Information Network Services (M-WINS) offers Iridium services for global communications.

For additional information, contact **April Ramey, GSA FTS at 703-306- 6300.**

IT Solutions Shop

Log on to <http://it-solutions.gsa.gov>

Register and order on-line — Today's solutions for all your IT needs.

GSA Opens Smart Card Business

With Federal Smart Card projects gaining momentum, the Federal Technology Service now will offer smart card-related services to agencies across government.

The new services will be available through GSA's Office of Smart Card Initiatives. This office, which primarily has focused on government-wide policy, now will operate as an FTS business line, enabling it to sell its services to other agencies. Charles Self, Assistant Commissioner for the Office of Information Technology Integration, called the move a "perfect fit" for merging smart cards with FTS's other emerging technologies and solutions programs.

"The move comes at a time when smart card projects are starting to move out of the pilot stage and into full-scale implementation," said Mickey Femino, the new Director of the GSA Office of Smart Card Initiatives.

"We're going to be more of a solutions office," Femino said. "For many agencies, smart card technology is new to them. We have a lot of staff expertise that can help a lot of agencies and prevent them from making mistakes." "The office still will deal with government-wide policy issues," he said.

"The office will help agencies develop technical requirements and write task orders for GSA's upcoming Common Access ID procurement, which will provide a vehicle

for government-wide smart card products and services," Femino said.

"We're trying to put a vehicle in place to make it easy for agencies to implement smart card technology," Femino said. "This vehicle will ensure interoperability across government." The program also will support the use of biometrics technology, which uses fingerprints or other physical characteristics to identify individuals, and the use of digital signatures for securing electronic transactions.



GSA already is making headway in the smart card arena. It substituted smart cards for government ID cards and credit cards belonging to more than 400 of its employees. Employees use the smart cards to access office buildings and computers and for other applications. GSA also is working with agencies, such as the Internal Revenue Service, the Social Security Administration and the Department of Health and Human

Services to help roll out additional smart card projects.

The RFP was released by FTS' Federal Computer Acquisition Center (FEDCAC) on January 7, 2000. The contract will provide Federal agencies with an easy to use source for purchasing interoperable smart cards for physical and computer security needs. The contract also covers smart card technology application development and provides agencies with access to integrated smart card solutions including both cards and services. Through the use of this contract, agencies will reap the benefits of procuring smart cards that are interoperable throughout the Federal government and, at the same time, will acquire specific services customized to meet their needs.

GSA's Office of Smart Card Initiatives is available to show agencies or organizations the advantages of this cutting edge technology and to demonstrate how smart cards can work for them. GSA also operates jointly with the Navy a Smart Card Technology Center at GSA's Central Office in Washington, D.C. Free tours for Government employees can be arranged by calling 202-208-3155.

Additional information concerning the Smart ID Card procurement is available at:

<http://www.fedcac.gsa.gov/SmartCard.html>

or

contact David Monahan, Contracting Officer at (703) 605-9818.

Census 2000 Operations and the Census-GSA Joint Venture 2000

The Census/GSA partnership is a story of how we're providing supplies, telecommunications and space equal to the size of TWO Empire State Buildings to support nearly 800,000 people who will be working on Census 2000.

It is a story of how government partnerships can do great work and work well on behalf of the American taxpayers. GSA knows logistics and how to get space, supplies and phones - fully operational, turnkey workplaces. And the better we do that, the better Census can do its job. This is what we should strive to do always.

Since coming to GSA almost four years ago, Administrator Dave Barram has stressed two things:

- 1) Thrilling our customers with great customer service; and
- 2) Integrating our services for our customers, so that we present a unified and effective GSA - one face to the customer.



For the last two years, nearly 1,200 GSA and Census employees have worked on this partnership. Supporting their work are 1,000 commercial vendors - small and large businesses - giving us the largest public-private partnership arrangement, that we know of, that two government agencies have undertaken in peacetime.

GSA initiated this partnership and has felt a great responsibility to make it work well. . . And it has.

GSA has completed the delivery of 1,027 offices - including 520 Local Census Offices. That's 4.5 million square feet of office space, ranging from 500 square feet to 8,000 square feet. In some cases, we've put the offices in vacant space in federal buildings or in Post Offices. In California and Arizona, we're using pre-fab, modular buildings and even put an office on Navajo property.

In addition to meeting the space requirements, we also filled Census' needs for furniture, equipment, and voice and data systems - again, fully functioning operational turnkey facilities.

That's:

- ⇒ 900 miles of telephone wire - enough to stretch from Washington, DC to Florida.
- ⇒ 26,000 phone jacks installed
- ⇒ 17,000 telephones
- ⇒ 37,000 telephone service orders

GSA also supplied:

- ⇒ 113,365 pieces of furniture
- ⇒ 663 copiers
- ⇒ 1,311 fax machines
- ⇒ 700 million pounds of printed materials
- ⇒ 520 typewriters, shredders and hand trucks

We are proud to say that we were able to get these supplies quickly, while fulfilling our social responsibilities with the National Industries for the Blind and Severely Handicapped. Orders through these vendors totaled nearly \$20 million. Throughout the year, we will continue to serve Census 2000.



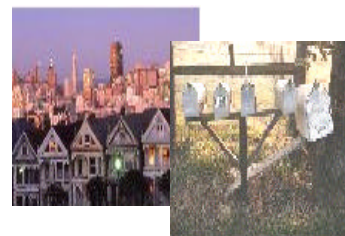
But our work doesn't stop there. At the end of Census 2000, we must quickly shut down the facilities and dispose of all of the equipment, furniture, supplies and space.

The GSA partnership with Census has demonstrated that by working together and leveraging our strengths, we can focus on our respective missions. In this case, we've concentrated on what we do best so they can use their resources and time to focus on the count and analysis.

The people at Census are pleased with GSA's ability to keep our commitment to provide the turnkey facilities required in 50 states and Puerto Rico.

When we began this Joint Venture, one of GSA's objectives was "to demonstrate Great Government Work." As we have worked diligently with our Census partners, and with hundreds of contractors, we have shown that we can do this. We will be able to build on our successes by using this partnership as a model for working with all our customers.

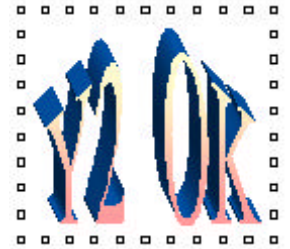
Good luck to Census 2000!
GSA is here for you.



Year 2000 Final News Update

The GSA Federal Technology Service, Office of Regional Services activated the Year 2000 (Y2K) Command Centers for the leap year watch. Once again FTS met the challenge and all systems and services continued to provide uninterrupted service to you, our customers. GSA is proud to report the success FTS has achieved in its Capital Modernization and Y2K initiatives since 1997:

- our equipment inventory is current and accurate
- our aged and antiquated systems have been terminated
- our systems provide enhanced services and features as a byproduct of Y2K service upgrades
- our contingency plans have been updated and executed successfully
- our partnerships with industry were strengthened and will continue to grow
- our services continued uninterrupted during both the Y2K century and leap year rollover's



Federal, State and Local governments also identified many unanticipated benefits from Y2K. You are encouraged to review [The Many Silver Linings of the Year 2000 Challenges](http://policyworks.gov/org/main/mg/intergov/). This document can be found on the Internet web site: <http://policyworks.gov/org/main/mg/intergov/>.

We, at GSA, hope the communication and information provided to you were both useful and informative. Margaret Binns, Assistant Commissioner, FTS Office of Regional Services, extends thanks to all of you for working closely with GSA in scheduling our Y2K activities in the midst of many other time sensitive projects. FTS remains committed to continue providing a high quality of service in this 21st Century.

GSA/FTS Network Services Conference – APRIL 3-7, 2000



The GSA Federal Technology Service, in cooperation with AFCEA International, cordially invites you to attend the GSA/FTS Network Services Conference which will feature Industry Partner Exhibits and state-of-the-art training sessions that will provide you the training you need for the 21st Century. Please mark your calendar and plan to attend this training opportunity.

The Conference and Exposition will be held at the **Hyatt Regency Reunion, Dallas, Texas.**

Conference attendees must make their own hotel reservations by calling 1-800-233-1234 and identifying themselves as GSA/FTS Conference attendees.

Registration Fees:

- Military/Government \$570
- Industry member \$820
- Industry Non-member \$920

Registration covers admission to all conference activities. On-line web registration is available at the following URL:

<http://www.gsa-fts.com/>

On-site registration will be conducted April 3, 12:00 noon -8:00 p.m. and April 4, 7:00 a.m. – 5:00 p.m.

For more registration information call: 1-800-564-4220.

Speakers:

The Plenary Address will be given by Mr. David Barram, GSA Administrator. The Keynote Speaker will be Mr. Ross Perot, Perot Group. Additional Speakers include: Mr. Roger Staubach, President, The Staubach Company, and Mr. Robert W. Lucky, Corporate Vice President, Applied Research Telcordia Technologies. Special performance will be given by "Quiet Riot."

Mark your calendars for a great day of technology education! **See you there!!**

One-Stop Shopping for Telephone and Internet Customer Contact Systems and Services

GSA Federal Technology Service has initiated blanket purchase agreements with 11 industry partners to offer telephone and internet customer contact products and solutions to Federal customers.

“Easy access to government information and services from anywhere at anytime, is what the American public wants,” said Dennis Fischer, GSA’s Federal Technology Service Commissioner. “These agreements with our 11 industry partners will better enable us to provide them with that service.”

In making the announcement, Fischer listed the services each industry partner will provide under the BPAs:

Consultation and Management Services:

- * Arthur Andersen LLP
- * Arthur D. Little, Inc.
- * Booz Allen & Hamilton Inc.
- * PricewaterhouseCoopers LLP
- * Metamor Government Solutions

Systems Integration and Implementation Support Services:

- * DICHROMA, Inc.
- * Kajax Engineering, Inc.
- * Lucent Technologies
- * Science Applications International Corporation
- * Unisys Corporation
- * VGS, Inc.



“By leveraging the latest technologies and industry best practices,” Fischer said, “GSA can provide efficient and cost-effective solutions that Federal agencies can use to touch people’s lives each day – in positive ways.”

Federal agencies currently operate hundreds of traditional telephone call centers and thousands of internet web sites. The convergence of telephone and internet-based services are offering new opportunities for agencies to leverage the capabilities offered by current and emerging call center technologies to dramatically improve customer service.

Through these agreements with this select group of industry partners -- and use of other existing FTS contracts, such as FTS2001, MAA, and CINEMA -- GSA will provide a one-stop shopping experience to Federal agencies to help them plan, design, implement, operate, and manage their telephone and internet customer contact centers. The range of solutions offered by FTS will include: consultation and management services; call center hardware, software, furnishing and accessories; systems integration and implementation support services; inbound and outbound telecommunications services; internet connectivity; web site development and administration; and web hosting services.

To learn more about how the GSA Customer Contact Systems and Services Program can help you improve customer service delivery, contact **Henry Lai, Director, Center for Emerging Technologies, at (703) 306-6640.**

COMING SOON!



Our premier contract, providing the full spectrum of IT support services worldwide through multiple-award contracts will be awarded soon. Millennia Lite's goal is to expand the circle of industry partners and improve FTS's competitive position by attracting companies not participating widely on schedules and other GWAC contracts. Millennia Lite industry partners, and their subcontractors, will put "more feet on the street" to develop new growth opportunities for FTS.

Millennia Lite Services Include:

Functional Area 1 – Information Technology Planning, Studies, and Assessment.

- ★ Information technology capital planning and assessment.
- ★ Anticipated Services: Business case analysis (costs/benefit and risk); Performance measurements; Independent validation & verification of systems development projects; Measuring IT progress, return on investment, earned value, & compliance with federal interoperability standards & enterprise architectures as

intended by Clinger-Cohen; Studies and analyses to enhance agency compliance with OMB Circulars A-76 and A-130.

Functional Area 2 - High-End Information Technology Services (HITS).

- ★ Complex, high-end information technology engineering services, including systems engineering and integration; scientific and engineering applications development; and database application development for embedded systems.
- ★ Studies, analyses, design, development, configuration, integration, documentation, acquisition, modification, installation, testing, training, operation, and/or maintenance of stand alone and/or embedded hardware and software in a simulation, experimental, laboratory, military, and business/operational setting.
- ★ Anticipated services: CAD/CAE/CAM; IV&V; Design/Specifications; Documentation and Information Dissemination; Economic/Business case analysis; Economic impact evaluations; Education/training; Environmental control; Instrumentation;

Points of Contact:

Kathy Garrett, 817-978-3434, kathy.garrett@gsa.gov

Jo Davis, 404-331-0389, jo.davis@gsa.gov

Web Site: <http://oiti.gsa.gov>

Functional Area 3 – Mission Support Services (MSS).

- ★ Broad range of IT related to Mission Support Services (MSS).
- ★ Anticipated services: System Development & Software Maintenance; Facilities Planning, Management & Operations; LAN/ MAN/ WAN System Design, Management & Support; Computer Systems Administration, Management & Maintenance; Data Entry, Storage and Retrieval; Specialized Workstation Support; Computer Equipment Maintenance; Systems Installation & Integration; Production Support; Software & Application Development, Maintenance & Enhancement Support; Data Base Generation & Management; Data and/or Media Management Orientation & Training; Information Center/Help Desk; Computer Graphics Support Services; Electronic Records Management

Functional Area 4 - Legacy Systems Migration and New Enterprise Systems Development.

- ★ Project management of legacy systems migration and enterprise systems development
- ★ Anticipated services: Modernization of legacy systems to web enabled applications; Software development & customization of COTS, & migration to modular applications; Internet/Intranet/Web Applications/Network Computing; Information and System Security/Firewalls/Critical; Infrastructures; Knowledge Management; Data Warehousing; Electronic Commerce/Electronic Data Exchange; Year 2000 Remediation & Test Tools; GroupWare; Client/Server Computing; Workflow and Imaging

Functional Area 5 - Future Technologies

- ★ The services and solutions offered under this functional area represent a delayed requirement to meet our clients' needs for

Continuity of Operations Plan Training

By law and Executive Order, it is the responsibility of all agencies and organizations to have the capability to maintain continuous operations. Each organizational element must therefore be prepared to continue to function during an emergency or threat of an emergency, and to efficiently and effectively resume critical operations if they are interrupted. Planning for meeting the demands of a wide spectrum of emergency scenarios is necessary and is accomplished by developing Continuity of Operations Plans (COOP).

The 3-day course developed by GSA is designed to lead the participant through the COOP development process. The primary course outcome will be a completed draft of a COOP for the participant's organization. In this course, you will:

- ◆ Identify the major elements of a COOP.
- ◆ Analyze and scale the hazards and threats that could impact your organization.
- ◆ Identify individuals within your organization responsible for implementing your COOP plan
- ◆ Determine methods and controls for distributing information within your organization.
- ◆ Review vulnerability issues related to your primary and secondary sites.
- ◆ Classify operations, functions and personnel essential to your organization's mission.
- ◆ Distinguish mission critical records and methods for protecting them.
- ◆ Address factors related to alternate facilities including location, communications, and personnel
- ◆ Design the general training and exercise requirements to assure continued value of your organization's COOP
- ◆ Develop a management plan to monitor all of your organization's activities related to the COOP vitality.

The course will be conducted at the **Regional Office Building, 7th and D Streets SW, Conference Room 1680, Washington, D.C.**

COURSE SCHEDULE:

April	4-6 18-20	May	2-4 16-18	June	6-8 27-29	July	11-13 25-27
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REGISTRATION: The tuition for the course will be \$275.00 per participant. Payment for the course may be made through the use of your agency's training form. Seating for the course is limited. Course materials include a combination of text and electronic media and an electronic version of a sample COOP that can be used as a guide for your organization's COOP development as required by PDD-67.

You can download a copy of the registration form from the internet at: http://www.gsa.gov/regions/7k/fts_its/coop_trng.htm
For additional course information or registration form contact: Linda A. Grinnage (202) 501-0012 linda.grinnage@gsa.gov

FTS Greater Southwest Region at your service . . .

Federal Technology Service (7T)

Assistant Regional Administrator Marcella Banks 817 978-2871

Office of Network Services (7TT)

Director Sylvia Hernandez 817 978-3709

Office of IT Solutions (7TR)

Director Sharon O'Toole 817 978-3687

Office of Strategic Planning, Marketing and Sales (7TA)

Director Susan Houser 817 978-4087

American Indian Account Manager Sara Crazy Thunder 505 899-5702

Office of Resource Management (7TC)

Acting Director Marjorie Readout 817 978-4177

Internet Home Page Address: http://www.gsa.gov/regions/7k/fts_its



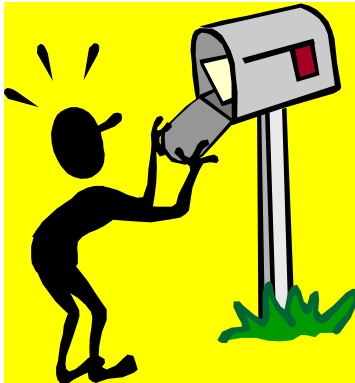
Sandra Bates Chosen to Replace Dennis Fischer as GSA Commissioner of Federal Technology Service

Sandra Bates will be the new Commissioner of GSA's Federal Technology Service, replacing Dennis Fischer, who is retiring on April 2, 2000 after 30-years Federal service. Mr. Fischer has been the Commissioner and Mrs. Bates has been the Deputy Commissioner for the past two and a half years.

In making the announcement, GSA Administrator David Barram said that "Sandra Bates' experience and knowledge of this fast moving world of technology and telecommunications are precisely what we need to thrill our Federal customers."

Sandra Bates began her Federal career with GSA in 1969, working on the original FTS program. In 1979, she moved to the National Aeronautics and Space Administration, starting as a Telecommunications Program Manager, and was appointed Chief of Communications in 1993, with responsibility for all command and control programmatic networks. She returned to GSA as Assistant Commissioner for Service Delivery for FTS. Sandra Bates became Deputy Commissioner in 1997.

Has your address changed?



We need to know!

Thank you for the changes we have received. We update our files on a regular basis. If your label does not reflect the change, it may not have been received in time. We apologize for any inconvenience.

If you have changes, please fax them to the attention of Winona Spinks at 978-4039.

817

If there is a control number on your label, be sure to include it.
Thank you!

AGENCY NAME: _____

AGENCY CHANGE: _____

CONTROL NUMBER: _____

COMMENTS: _____